



## IS Technical Services Professional

[Unemployment Insurance Division](#)

**Job Announcement Code: 15-00227**

[Printable Job Announcement](#)

### Deadline

January 26, 2015

### Salary Information

Starting salary is between \$20.40 and \$32.16 per hour depending on qualifications. This position is in pay schedule/range 07-35. A six-month probationary period is required.

### Introduction

Unemployment Insurance - Bureau of Management and Information Services is seeking to fill an IS Technical Services Professional position. This position is located at the DWD Madison Benefit center.

### Job Duties

Working under the close direction of the Unemployment Insurance (UI) Information Technology Coordinator (ITC) and the TSS Section Chief, this position provides technical support for the Madison benefit center. The Madison and Milwaukee benefit centers provide service to Wisconsin's phone based unemployment applications as well as inquiries. The primary responsibility of this position is to provide specialized technical support addressing the complexities of unemployment call center specific hardware and software.

In collaboration with the UI IT coordinator and agency IT support staff (BITS), this position provides technical assistance for hardware, software and network-client/server problems. The position is on site at the Madison benefit center with occasional trips to support Appleton, Eau Claire and potentially Milwaukee benefit centers.

In collaboration with the Milwaukee benefit center support staff and the central UI ITC staff, this position:

- Analyzes, evaluates and recommends hardware and software upgrades. Identifies and resolves problems with specialized call center hardware/software and UI specific systems.
- Tests hardware and software changes prior to implementation, installs hardware upgrades.
- Diagnoses and troubleshoots problems in the Benefit Center and provides results to the Bureau of Information Technology Services (BITS) and the help desk.

- Coordinates with the UI Information Technology Coordinator (ITC) on hardware and software purchases for the Benefit Center.
- Under guidance from the UI ITC, serves as a benefit center liaison with the UI ITC, bureau technical staff and department BITS telecommunication staff.

A complete [position description](#) has been provided for your review.

### Required Knowledge, Skills and Abilities

Skill in use of MS Excel, MS Access, SQL or SQL Server. Knowledge of general information system concepts, principles, practices and techniques. Strong ability to work as a member of a team, Strong problem identification and resolution skills, Strong verbal and written communication skills, Knowledge of computer hardware and software, Skill in interpersonal communications necessary to ensure cooperation, share information and maintain liaison with other bureaus, agencies, developers, researchers and the public.

### Background Check

Due to the nature of this position, a criminal background check and other background checks will be conducted prior to making an offer of employment.

### How to Apply

You are required to apply and take an examination online. The exam is available at [WiscJobs](#). Before you begin the on-line exam process, please use the "Preview Exam" feature to determine if you are interested in and qualified for this position.

You will be required to upload a current resume and paste a cover letter. **Your resume and cover letter will be evaluated and used to determine your eligibility for this vacancy.**

Questions regarding the examination can be directed to Peter Newhall at (608) 267-7862 or [PBNJobs@dwd.wi.gov](mailto:PBNJobs@dwd.wi.gov).

Application/examination materials must be completed and finalized on-line by the deadline date. The application materials you submit are considered to be an examination. The materials will be evaluated and scored by a panel of job experts, and the most qualified applicants will be invited to participate in the next stage of the recruitment process.